

Patient help-desk at hospital

Create an application that helps with patient management at the front desk of a hospital. The help-desk acts as a catalyst to improve the patient registration, record maintenance and billing.

Patients can be of 2 kinds:

- 1) Visiting for a checkup (OPD, less than 24 hours)
- 2) Get admitted for a longer duration (usually more than 24 hours).

User should provide the patient's name, age, gender and telephone number to get registered. Once the registration is done, the patient will have to mention the doctor/department that he needs to visit. The help-desk will book the appointment and direct the patient to the appropriate location of the doctor. The help-desk will send the patients medical file (a list of records holding the patients previous visit details) to the doctor. The help-desk can deny the patient to visit the doctor if the doctor already has the maximum of number of patients already allocated for the day.

User who needs to get admitted will also register himself first. In this case, the patient will have to provide additional details including the number of days to be admitted and insurance details. The help-desk will have to provide details of the rooms/wards that are vacant. We should get the patient admitted on the mentioned day if rooms/wards are vacant. Again, the patients

medical file will be sent directly to the doctor/ward where the patient gets admitted. The patient may have to make an advance payment before getting admitted.

Each patient needs to have a unique reference ID such that mentioning the reference ID is sufficient to search for the patient's records.

In case if the doctor decides to refer/transfer the patient to another doctor or department, the doctor will inform the help-desk and the help-desk will transfer the patients medical file to the next doctor/department.

The doctor will attend to the patient on a first-come-first serve basis. At the end of the consultation/visit, the doctor will inform the help-desk about the billing details. The doctor will also provide the medical report with the findings to the help-desk. The help-desk will collect the appropriate payment from the patient. The patient can also request for a copy of the medical records for his future reference and help-desk will provide it if the patient has completed the payment.

The help-desk will have to maintain all the records related to the patient's visit to the hospital. We should provide a copy of the whole medical report to the patient or doctor or insurance company if requested for.